

**IRS****News Release****Media Relations Office****Washington, D.C.****Tel. 202.622.4000****For Release: 10/17/01****Release No: IR-2001-100****IRS EXPANDS INFORMATION TECHNOLOGY STAFF, SELECTS COLLEEN LEIGHTY TO  
OVERSEE COMPUTER SYSTEM CUSTOMER SERVICE**

WASHINGTON – The Internal Revenue Service announced today the selection of Colleen Leighty as the technology executive responsible for improving the quality of customer service provided to users of the agency's information systems.

In this new position as the director of customer care, Leighty will oversee the range of services, including help desk and other support programs, required to make the IRS's desktop environment run smoothly. Leighty will report to Toni L. Zimmerman, the Acting Chief Information Technology Services.

"I am extremely pleased to have Colleen as a member of our ITS leadership team," said Zimmerman. "She is a highly energetic, proven leader who brings to the IRS a vast array of experience in delivering top-notch customer care programs."

Leighty's hiring reflects the on-going modernization efforts at the IRS to introduce new technology to better serve American taxpayers. This sweeping technology initiative, overseen by the agency's Modernization and Information Technology Services organization, is expected to take a decade.

Before joining the IRS, Leighty spent more than 25 years as a systems analyst, management information systems manager and executive focused on the technology support services for a large corporation.

In the late 1990s, Leighty served as a director of operations and technology services for the system and information technology group of TRW, Inc., a multi-billion dollar global technology, manufacturing and service company. In this capacity, she oversaw 13,000 users, a Wide-Area Network connecting 100 sites and e-mail services and an operating budget of about \$67 million.

Leighty received a B.A. in Mathematics from Salve Regina College in Newport, R.I.

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